

Senior IT desk technician - National Office, Temple Road, Blackrock, Co Dublin

The Alzheimer Society of Ireland works across the country in the heart of local communities providing dementia specific services and supports and advocating for the rights and needs of all people living with dementia and their Carers.

Our vision is an Ireland where no one goes through dementia alone and where policies and services respond appropriately to the person with dementia and their Carers, at the times they need support.

A national non-profit organisation, The Alzheimer Society of Ireland is person centered, rights-based and grassroots led with the voice of the person with dementia and their Carer at its core.

The ASI is currently recruiting for a Senior IT desk technician, who will be based in The Alzheimer Society of Ireland, National Office, Temple Road, Blackrock, Co Dublin.

This is a permanent, full-time contract working a hybrid model with a two days per week required in National Office, Temple Road, Blackrock, Co Dublin.

Senior IT desk technician must have in person attendance for scheduled meetings, training and work events as required. The Senior IT desk technician may be required to travel upon occasion.

To be successful in this role you will need good organisational and planning skills, be detail oriented and understand the need for confidentiality.

You will need good communication and organisational skills and be able to work on your own initiative as well as part of a team.

If you are interested in applying for this post, please submit a full and up-to-date CV and covering letter explaining why you feel you could undertake this role.

Closing date for applications is the 16th of February 2024

The Alzheimer Society of Ireland is an Equal Opportunities Employer.

Purpose of Position:

The Alzheimer Society of Ireland is the leading dementia-specific service provider in Ireland.

The ASI works across the country in the heart of local communities, providing dementia-specific services and supports and advocating for the rights and needs of all people living with dementia and their carers.

Our vision is an Ireland where people on the journey of dementia are valued, can realise their rights and exercise choice, and are living well where they choose.

A national non-profit organisation, The Alzheimer Society of Ireland advocates, empowers, and champions the rights of people living with dementia and their communities to quality support and services.

The ASI employs over 700 staff across Ireland providing supports to people with Dementia and their families.

The Alzheimer Society of Ireland (Society) IT department plays a crucial role by managing and leveraging technology to support the business to achieve its mission and business objectives.

The department has overall responsibility for:

- Infrastructure Management
- Network management
- Data Management
- Cyber Security
- User Support across the organisation
- Business Applications
- Training and Development on its digital systems
- IT compliance and Governance
- IT Project Management

Reporting to the IT Manager, the Senior IT desk Technician' primarily responsibility is to support the IT Manager to ensure efficient and effective management of the IT function.

The role should demonstrate a strong commitment to the Alzheimer Society of Ireland mission and values, as well as an ability to leverage technology to support and advance the charitable activities.

They must balance technical expertise with effective leadership and communication skills to contribute to the success of the IT team and the overall success of the Alzheimer Society of Ireland.

As the professional reporting directly to the IT Manager, you will be working on a dynamic team committed to supporting ASI.

The team structure is comprised of two levels, IT Service Desk Technicians and a Salesforce Administrator.

In your role as Senior IT desk Technician, your responsibilities extend to supporting and managing the IT service desk team.

Providing technical assistance across the spectrum of IT server- and cloud-based software and systems, catering to a user base of approximately 600+ individuals and managing 500 devices.

You will also actively collaborate and support the Salesforce Administrator for day-to-day Salesforce administration tasks, fostering seamless integration with broader IT operations.

You will work closely with the IT Manager, taking charge of projects from their inception to completion. This entails strategic planning, implementation, and ensuring the successful execution of projects under your purview.

Main Duties and Responsibilities:

Provide 1st and 2nd Line Support:

- Deliver remote and desk-side support services to end-users.
- Troubleshoot PC-related issues through phone, remote tools, or desk-side support, maintaining superior customer service standards.
- Day-to-day Salesforce administration and support.
- Hardware and Software Management:
- Build, configure, and troubleshoot PC and laptop applications and hardware components.
- Perform ad-hoc deployment, on-site installations, and coordinate workstation asset recovery.

Workstation Maintenance:

- Handle maintenance of workstation/workstation spare parts, addressing break/fix, upgrades, and new
- hires promptly.
- Ensure incidents and requests are completed within SLA in a pressurized environment.
- Issue Monitoring and Resolution:
- Monitor and address assigned issues and changes, providing timely updates to stakeholders.
- Ensure daily ticket updates and adherence to SLAs.

Technical Expertise:

- Provide expert technical advice and incident resolution to IT system users.
- Participate in project teams, evaluating infrastructure and workplace functionality, capabilities, and options.

Infrastructure Management:

- Perform incident management, monitoring, and maintenance of software and hardware platforms to ensure infrastructure performance and availability.
- Contribute to the continuous enhancement of systems and services for improved effectiveness.
- Strategic Planning and Process Improvement:
- Investigate emerging trends and technologies to inform IT service delivery planning.
- Contribute to the development, documentation, and evolution of IT policies, procedures, and tools aligned with business and IT strategies.

Communication and Reporting:

- Communicate individual task status, open issues, and challenges to impacted stakeholders and direct manager regularly.
- Gather feedback on systems performance and user expectations, reporting trends and variances to management.
- Foster collaboration between the IT team and the other departments and services within the Society Team Leadership and Mentoring:
- Guide and support team members, mentoring and training junior team members.
- Mentor peers with challenging and routine assignments, sharing knowledge and experience.
- Continuous Improvement and Risk Management:
- Actively identify and advise IT management of potential business, technical, and compliance risks related to IT service delivery.
- Identify opportunities for process improvement and technology adoption for the Society.

Training and Education:

- Develop and implement training programs to enhance the digital skills of the staff.
- Participate in user education on IT best practices and adoption.
- Design, report, and manage content on the IT Training Portal

PERSON SPECIFICATION:

Knowledge/Experience :

- General Essential · Educated to a degree level preferable or proven/relevant IT experience required.
- Minimum of 3 years' experience of working in an IT support/customer-facing role ·
- A good understanding of an enterprise technical environment (LAN/WAN/WiFi/Data Networks/Networking) Client-Server Environment.

- Understand the role of enterprise servers in a PC environment (such as Domain Controllers, DHCP Service, Active Directory)
- An in-depth understanding of Windows 10, Office 365 (SharePoint, Exchange, Excel/Word/Outlook/PowerPoint/Teams), Entra AD, Intune. ·
- Proficient in managing security processes for devices such as PC, tablet, and mobile, including familiarity with relevant management tools.
- Experience using Salesforce software is desirable.
- Be able to demonstrate a high level of competence with Android tablets and mobile phones. Competencies
- High degree of proficiency in managing key MS platforms Office 365, Active Directory and Azure Entra AD administration · IT systems architecture · Desktop applications used in role.
- Understanding and expertise in designing, maintaining, and implementing IT systems.
- Knowledge of IT services, processes, and operating models
- Proficient in analyzing and solving IT related problems.
- Effective relationship management across the Society
- Ability to identify and address the root causes of issues.
- Working independently and in a remote team environment
- Strong Written and verbal communications skills · Experience with supporting a user base with limited technical knowledge/competencies.
- Testing and requirements traceability methods
- Develop and delivering training materials to various staff across the ASI. · Coaching and mentoring to the team members
- Understanding Project management methodologies and tools